

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

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In the Matter of:

MRS. BOBBY J. HALL)
COMPLAINT AGAINST SHELBY)
RURAL ELECTRIC COOPERA-) CASE NO. 9204
TIVE CORPORATION)

O R D E R

The Commission received a letter from Mrs. Bobby J. Hall ("Complainant") on May 29, 1983, in which she asserted that she had been over-billed for electric service by Shelby Rural Electric Cooperative Corporation ("Shelby"), and that she had not been able to resolve the matter with Shelby. The complainant further stated that she believed the trouble was with the meter which had malfunctioned and caused an additional 10,000 kilowatthours ("Kwh") to register during the period between March 15 and April 15, 1983.

The Commission staff investigated the complaint but was unable to determine if the complaint was valid. The staff recommended that Shelby monitor the Complainant's meter for the next 12 months and then file the meter readings with the Commission at the end of this period. This information was received by the Commission on September 11, 1984, and after reviewing it the staff concluded that there probably was a malfunction in the meter and that the Complainant had been over-billed. The staff sent a

letter to Shelby on September 12, 1984, in which it recommended that the Complainant receive a credit for 10,000 Kwh of electric service. Shelby advised the Commission by letter received October 18, 1984, that it did not agree with the staff's recommendation. The matter was referred to the Commission and they ordered it to be scheduled for a public hearing on December 6, 1984, in the Commission's offices in Frankfort, Kentucky. The Commission thereafter, upon its own motion, rescheduled the hearing for January 16, 1985.

The hearing was held as scheduled and all parties of record were present to offer testimony and cross-examine witnesses.

The Commission having considered the evidence of record and being advised is of the opinion and finds that:

1. The testimony presented by Shelby and Commission witnesses did not indicate that there was any physical evidence of meter tampering nor was there any indication that the meter had "rolled over" an additional digit to add 10,000 Kwh to the meter reading during the period of March 15 to April 15. However Mr. Dudley Bottom did state that he had seen instances where meters had "rolled over" or "skipped" a digit. (T.E. pages 68 and 72.)

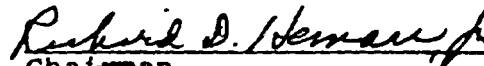
2. Although there has been no firm evidence presented to show why or if the meter "skipped" one digit in the 10,000 Kwh range, the probability that it did do so during the period of March to April 1983 is overwhelming when a reference is made to the monthly usage of the Complainant during the years of 1981 through 1984.

3. The complainant has paid for the additional 10,000 Kwh billed during the March 15 to April 15, 1983, period and should therefore be credited for that amount of usage.


IT IS THEREFORE ORDERED that Shelby shall grant credit to the complainant for 10,000 Kwh during the next several billing periods. This credit shall be based upon the rates in effect during the period March 15 through April 15, 1983, and shall also include a credit for any taxes or other fees which were assessed against the 10,000 Kwh of usage.

Done at Frankfort, Kentucky, this 8th day of February, 1985.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner

ATTEST:

Secretary